

ASSESSMENT REPORT – 2015/2016

Name Dr. Saleem Abuleil Program / Department MIS/MMMIS

Directions:

Assessment Instrument & Learning Outcomes:

1. INSY 3270 – Management Info System: This course addresses the need for managers to understand and manage the technology necessary for competitive advantage in an increasingly dynamic business environment. Topics include the identification technological competencies, the evaluation of technology, the design and management of systems technological innovation and the integration of technology into the organization. Case studies will emphasize analysis of current business issues using technology such as spreadsheets and presentation graphics. This course [assessment instrument] accommodates the following learning outcomes: 1, 3, 5, 6 and 7 in the assessment plan
2. INSY 4300 – System Analysis and Design (capstone course): This course focuses on using a systems approach to manage microcomputer-based projects. The emphasis is on planning tools, information gathering techniques, system modeling, project management, and data dictionaries. Students will participate in groups to plan and design a total computer system. This course [assessment instrument] accommodates the following learning outcomes: 1, 2, 3, 4 and 4 in the assessment plan
3. Senior Exit Questionnaire: The purpose of this assessment tool is to determine how students understand our expectations of what they should know upon completion of their degree requirements. It covers different areas such as demographic information, rating general education skills, rating CSU and major, college activities, rating the core courses in Management, Marketing, QBA, Accounting, Finance, and Information Systems. This assessment instrument accommodates all the learning outcomes: 1, 2, 3, 4, 5, 6 and 7 in the assessment plan

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4. ETS - Major Field Test: The ETS Major Field Test is a comprehensive undergraduate and MBA outcomes assessments designed to measure the critical knowledge and understanding obtained by students in a major field of study. The Major Field Tests go beyond the measurement of factual knowledge by helping you evaluate students' ability to analyze and solve problems, understand relationships and interpret material from their major field of study. ETS offers comprehensive national comparative data for the Major Field Tests, enabling you to evaluate your students' performance and compare your program's effectiveness to programs at similar institutions nationwide. This assessment instrument accommodates all the learning outcomes: 1, 2, 3, 4, 5, 6 and 7 in the assessment plan

Assessment Instrument & Criteria:

1. INSY 3270: The students are evaluated based on a pre-test and post-test which are designed for the purpose of the assessment. Each learning outcome will be tested by one or more questions, the pre-test contains 15 questions used in the beginning of the semester to expose student's knowledge in each area of the student learning outcomes and a post-test contains the same questions used towered the end of the semester. The criterion that is used to assess this tool as follows: *75% of students their knowledge and understanding of the tested concepts increased by 60% or better and student knowledge in each learning outcome increased by 50% or better*
2. INSY 4300: The students are evaluated based on a comprehensive group project. The purpose of the group project is to give students an opportunity to apply the concepts covered in class to real life situations.

Project description:

- The project consists of 2-3 students.
- Each group identifies a systems analysis and design project.

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- The project has four components: System Planning, System Requirements Modeling, System Data & Process Modeling, and System Design.
- Each group gives a written and an oral report on each component. The reports are listed below:
 - ❖ A Preliminary Report: System Planning and System Requirements Modeling
 - ❖ An Intermediate Report: System Planning, System Requirements Modeling, and System Data & Process Modeling
 - ❖ A Final Report: System Planning, Requirements Modeling, Data & Process Modeling and Design

The project/students are evaluated as follows:

Project part	Learning Outcomes
Team work [10%]	3, 6, 7, 8
Oral presentations [10%]	3
Writing reports [10%]	3, 8
Creative ideas and work (come up with a unique idea for the project to implement and the way it is implemented) [10%]	2, 5, 6, 8
System Planning [20%]	1, 6
System Analysis [20%]	1, 2, 4, 6
System Design [20%]	1, 2, 4, 6

The criterion that is used to assess this tool as follows: *75% of students receiving a minimum of 80% or better and Class average in each learning outcome 70% or better*

3. Senior Exit Questionnaire [updated to accommodate the new assessment plan]: All MIS students in the last semester in their program and when they fill out the complete of study form they are asked to answer and complete a survey. The survey covers different areas such as demographic information, rating general education skills, rating CSU and major, college activities, in addition to rating the core course in Management, Marketing, QBA, Accounting, Finance, and Management Information

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Systems. See attached document. The criterion that is used to assess this tool as follows: *Students satisfaction in overall courses offered in the College of Business is 80% or better. Students satisfaction in overall courses offered in the MIS concentration is 85% or better and students satisfaction in each learning outcome is 70% or better.*

4. ETS Major Field Test offers comprehensive national comparative data for the Major Field Tests, enabling you to evaluate your students' performance and compare your program's effectiveness to programs at similar institutions nationwide. We conduct the test twice every year in fall Semester and spring semester. The test is taken by all COB students. The criterion that is used to assess this tool as follows: *Test Average in Information Systems area is greater than 60%*

Evidence to Support Achievement of Student Learning

INSY3270: The result came as follows: number of students in both fall 2015 and spring 2016 is 24, 54% of students their knowledge increased by at least 60% between pre-test and post-test. Percentage increased in each learning outcome area as following: (1, 64.3%), (3, 51.5%), (5, 33.3%), (6, 76.9%), and (7, 75.0%). See attached worksheet.

INSY4300: The result came as follows: number of students is 8, number of groups above the average [80%] is 3 [6 students], and number of groups below the average is 1 [2 students]. 75% of the students received 80% or better in the project. Overall class average in all parts is 84.8%, class average in part #1: Team Work is 74.2%, part #2: Oral Presentation is 80.8%, part #3: Writing Reports is 80.0%, part #4: Creativity is 88.8%, part #5: System Planning is 98.2%, part #6: System Analysis & Process/Data Modeling is 88.2%, and part #7: System Design is 83.4%. Class average in each learning outcome area as following (learning outcome#, average): (1, 85.8%), (2, 83.3%), (3, 89.9%) and (4, 88.8%). See attached worksheet.

Senior Exit Questionnaire: Number of students graduated from MIS program in Fall/Spring semester is 10, advisors collected Senior Exit Questionnaire application from just one student and the results came as

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following: average in core subjects (MIS, 75%), (MGMT, 75%), (MKTG, 75%), (FIN, 75%) and (ACCT, 75%). Students satisfaction in overall courses offered in the College of Business is 75%, students satisfaction in overall courses offered in the MIS concentration is 75%. Student satisfaction in each learning outcome came as following: (1, 75%), (2, 93%), (3, 75%), (4, 75%), (5, 75%), (6, 87.5%), and (7, 75%). For more information about the Questionnaire results see attached Excel spreadsheet and summary document.

ETS Major Field Test: The results came as follows: Fall 2015: number of students (All majors) took the test is 28; mean percent correct in Information systems area is 44.

Analysis and Program Change

INSY3270: Dr. Alsamara continues to demonstrate the pre-test and the post-test for this assessment tool in his course (INSY3270). He continues to educate students about the assessment process and how it is important to improve the quality of education and services in the college. Result shows a need for improvement in student learning outcome #3 “Integrate IT in a global business environment”.

INSY4300: the result shows improvement in the following areas [oral presentation and writing reports]. Already the COB started to handle this issue by offering workshops and seminars to improve soft skills in COB students and offering a course to address those issues [MGMT 1020: Career Fluency].

Senior Exit Questionnaire: result shows a need to improve advising process and offering more courses to meet student needs.

ETS Major Field Test: the results came below the expectations, keep in mind the tests is taken by all COB students not just MIS students, to improve the results we recommend to offer a general course such as INSY1360 in the core courses of the COB to ask all COB to take it to enrich their knowledge in the IT field. This recommendation is reported in the last year as well; it has been discussed in the college assessment meeting and approved.

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Based on our interpretation of the assessment findings and discussions with faculty we recommend the following in the future:

- Improve student learning outcome #5 [integrate IT in a global business environment] by addressing it in MGMT 4850 course [International Business].
- To improve the results of the ETS Major Field Test and to educate and enrich the knowledge of COB students in the IT field we recommend offering a general introductory course in IT such as INSY1360 to be required course for all COB students.

Achievement and improvement from last year:

- Develop new course for COB core courses: MGMT 1020 Career Fluency
- Develop new course for COB core courses: MGMT 1045 Intro to Entrepreneurship
- Develop new course for COB core courses: QBA 3500 Quantitative Business Analysis
- Offer INSY 3250 Website development class for the first time [developed last year]
- Offer INSY 3200 Business Problem Solving class for the first time [developed last year]
- Update MS-Office from 2010 to 2013 for INSY1370
- Continue to offer tutoring sessions for INSY2840 (Java Programming) class
- Continue to offer workshops and seminars to educate students about soft skills

Assessment as a Departmental Priority

All parties in the college/program [Dean, Assistant Dean, Chair, Advisors, Faculty, and Curriculum Committee] share and discuss the assessments analysis, assessment findings and the recommendations to improve the learning process.

- Advisers use assessments findings and recommendations to advice students what courses to take and when to take them especially the elective courses.
- Curriculum committee uses assessment finding and recommendation as one of the main factors when they discuss the curriculum and all issues about it.
- COB Faculty members informed about the assessments results [Senior Exit Questionnaire] what areas students are not satisfied with to improve it.

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Publicizing Student Learning

The results of the assessment are published on the department website.

The results of the assessment distributed to the dean, assistant dean, chair, faculty members and staff.

The results of the assessment will be broadcasted on the LCD screens in the BHS building in the fourth floor and fifth floor.

Summary of Evidence and Improvements

Instruments	2015/16 Results	Improvements	2016/17 Results	Improvements	2017/18 Results	Improvements
Indirect or Reflective Assessment Instrument: Senior Exit Questionnaire (survey)	Student satisfaction in each learning outcome came as following: (1, 75%), (2, 93%), (3, 75%), (4, 75%), (5, 75%), (6, 87.5%), and (7, 75%). students satisfaction in overall courses offered in the College of Business is 75% students satisfaction in overall courses offered in the MIS concentration is 75%	1 - 6				
Direct Assessment Instrument 1: INSY3270 (Tests)	54% of students their knowledge increased by at least 60% between pre-test and post test Percentage increased in each learning outcome area as following: (1, 64.3%), (3, 51.5%), (5, 33.3%), (6, 76.9%), and (7, 75.0%).	1 - 6				
Direct Assessment Instrument 2: INSY4300 (Project)	75% of the students received 80% or better in the project Class average in each learning outcome as following: (1, 85.8%), (2, 83.3%), (3, 89.9%) and (4, 88.8%)	1 - 6				

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<p>Indirect or Reflective Assessment Instrument: ETS Major Field Test</p>	<p>Test Average in Information Systems area is 44%</p>	<p>1 - 6</p>				
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1. Develop new course for COB core courses: MGMT 1020 Career Fluency
2. Develop new course for COB core courses: MGMT 1045 Intro to Entrepreneurship
3. Develop new course for COB core courses: QBA 3500 Quantitative Business Analysis
4. Offer INSY 3250 Website development class for the first time [developed last year]
5. Offer INSY 3200 Business Problem Solving class for the first time [developed last year]
6. Update MS-Office from 2010 to 2013 for INSY1370
7. Continue to offer tutoring sessions for INSY2840 (Java Programming) class
8. Continue to offer workshops and seminars to educate students about soft skills